

# Information Services Division

## Remote Access Request Instructions



In order to streamline our process, multiple forms have been consolidated onto this single form. You will notice this form is divided into 4 units. There may be units that are unnecessary for your request so units may be left blank.

Open the document in MS Word. Use the [Tab] key or click in the field to complete the pertinent information. In the top portion, give the agency (business) and person information.

Service selections are based on your connection to the ADOA Multi Agency Network (MAgNet). To verify whether your computer is connected, contact your Network Administrator or call ISD at (602) 542-2800.

Connected to MAgNet		Not Connected to MAgNet	
Desired Service	Complete Unit(s):	Desired Service	Complete Unit(s):
Receive ISP service provided by ADOA	Unit 1	Receive ISP service provided by ADOA	Unit 1
Access ADOA mainframe through the Internet	Unit 4	Access resources in the State Network	Units 2 and 3
		Access ADOA mainframe through the Internet	Units 2, 3 and 4

### Explanation of Units

- Unit 1** To receive ISP service through ADOA, complete Unit 1. The monthly charge for this service can be obtained from your Telecommunications Analyst. The applicant will also need to read and sign the *Internet Use Policy Consent* form on the second page.
- Unit 2** A Virtual Private Network (VPN) assures the security of data being transmitted over the Internet. Another service available is Dial-up, which is used when the remote computer does not have an ISP. The monthly rates for these services are available at [www.ats.state.az.us/atsrates.html](http://www.ats.state.az.us/atsrates.html).
- Unit 3** If Unit 2 is selected, software will need to be downloaded to the user's PC. The downloadable software and Installation and Operating Instructions are accessible on the web site [www.ats.state.az.us/vpn](http://www.ats.state.az.us/vpn). Call the WAN Help Desk at (602) 542-2800 for assistance.
- Unit 4** To access the mainframe through the Internet using Host on Demand (HOD), indicate the User Id that you would like to use for your log-on. Many use the same as their LAN id to keep from having to remember additional log-on identifications. Check **New** to obtain a new HOD account.

**When Units 1 and 2 are needed:** print the form, sign and date. Receive authorization from a supervisor or manager by obtaining a signature.

 Fax to Technical Support at (602) 542-0092

**When Units 1 and 2 are NOT needed:** an authorization signature is not required. Attach the document to an e-mail message.

 E-mail to: ADOA -Technical Support  
Mainframe Network Team

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